

# pH*Mate*<sup>TM</sup>

Innovative pH Control System

## INSTALLATION AND OPERATING INSTRUCTIONS

### pH*Mate* Controller Series 2



Designed and manufactured in Australia

[www.profacture.com.au](http://www.profacture.com.au)

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Congratulations on Your Purchase!

By choosing the pHMate you have taken the first step towards simplifying your everyday pool maintenance with innovative technology and superior performance. We are confident that this new addition to your swimming pool will exceed your expectations and provide you with the convenience and efficiency in maintaining your pools pH.

At Profacture, we are committed to delivering high-quality products. Our team of experts has worked tirelessly to ensure that your pHMate is easy to use, reliable, and packed with features that cater to monitoring the pH in your pool.

To make the most of your new purchase, we highly recommend that you carefully read through this user manual. This comprehensive guide will provide you with step-by-step instructions for setting up, using, and maintaining your pHMate. Additionally, the manual includes helpful tips and troubleshooting advice to ensure a smooth and reliable experience.

Should you encounter any challenges or have questions regarding your new pHMate our dedicated Customer Support team is available to assist you. Please don't hesitate to reach out to us through our website, <https://www.profacture.com.au/support/>

Once again, congratulations on your purchase, and thank you for choosing Profacture as your trusted partner in enhancing your pool experience.

Warm regards,

The Profacture Team



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## Section 1: Safety Instructions

### 1.1 Read and follow all instructions

Attention Installer: This manual contains important information about the installation, operation and safe use of this product. This information **must** be given to the owner and/or operator of this equipment.

**WARNING** - Before installing this product, read and follow all instructions which are included.

It is essential that the installer should be a person with sufficient experience in pool equipment installation and be approved to install the pHMate Controller, so that all the instructions in this manual can be followed exactly.

Failure to follow these instructions may result in property damage or maybe even personal injury. Improper installation and/or operation will void the warranty.

All electrical work must be performed by a licenced electrician and conform to all national, state, and local codes.

When installing and using the pHMate controller, basic safety precautions should always be followed.

## **1.2 WARRANTY**

At Profacture we are committed to providing high quality pool products. We are confident that this cutting-edge technology will revolutionize your pool maintenance experience, ensuring consistent pH monitoring of your pool water. We are pleased to offer an industry-leading warranty for your new pHMate controller.

### **Warranty Coverage**

This warranty is applicable to faulty workmanship and materials only. We guarantee the functionality and performance of our pHMate controller's electronic components, including the display, circuitry, and connectors for all domestic swimming pool installations. If any of these components fail due to manufacturing defects within 12 months from the date of purchase, we will repair or replace them at no charge.

We stand behind the durability and accuracy of our pH probe. In the rare event that it malfunctions or fails, we will replace it at no cost to you, within 12 months, from date of purchase.

Profacture will assess all warranty claims to determine if warranty applies. See [1.3 Warranty Claims]

### **1.2.1 Warranty Exclusions**

The following exclusions are not covered under the warranty. The manufacturer will not be held liable for damage caused by, but not limited to, corrosion, scaling, pool equipment damage or stress.

The following will void warranty:

1. Non-Compliant Installation
2. Improper Water Balance
3. Non-Adherence to Product Warnings and Service Notifications
4. Non-Adherence to Product Servicing
5. Interference from External Equipment
6. Non-Transferable Ownership
7. Acts of God

### **1.2.1 Non-Compliant Installation**

This warranty will be void if the product has not been installed to the requirements in this product manual along with local and industry regulations.

- The pHMate has not been installed correctly.
- The pHMate is uncovered and not protected from rain, hail, and sun.
- The pHMate is not installed in a well-ventilated area.

- The pHMate has been installed in a commercial application.
- The pHMate does not comply with local electrical regulations and codes.
- The pHMate does not comply with local shire requirements.

It is the responsibility of the purchaser or installer to ensure that the pHMate is installed according to the applicable standards and requirements in your region.

### **1.2.2 Improper Water Balance**

This warranty will be void if you fail to properly balance the pool water. While pH is an essential aspect of water balance, other factors such as alkalinity, calcium hardness, temperature, salt and sanitiser levels also play a crucial role in maintaining a safe and healthy swimming environment. It is the responsibility of the pool owner or operator to ensure that all aspects of water balance are properly maintained in accordance with recommended guidelines and industry standards (The Langelier Saturation Index). Failure to correctly balance your pool water can lead to various issues, including corrosion, scaling, equipment damage, and health risks for swimmers.

To prevent such problems and ensure the safe and efficient operation of your pool, we strongly recommend that you:

- Regular monthly checks of the pool chemistry at your local pool shop or technician for pH, alkalinity, calcium hardness, and sanitiser levels.
- Follow the manufacturer's guidelines and industry standards for maintaining proper water balance.
- Make necessary adjustments to the water chemistry as required, using appropriate chemicals and treatments as per the recommendations of your local pool shop or technician.
- Consult with a pool professional or technician if you are unsure about any aspect of pool water balance or require assistance in maintaining it.

Our warranty does not cover issues arising from incorrect water balance, and it is essential to maintain proper pool chemistry to ensure the safe and efficient operation of your pool. In order to claim warranty we will require proof that the pool chemistry has been regularly tested at a Pool Shop or by your technician.

### **1.3.2 Non-Adherence to Product Warnings and Service Notifications**

This warranty will be void if you fail to follow the product warnings, safety guidelines, and service notifications provided by pHMate, the dealer or the manufacturer. These instructions and warnings are designed to ensure the safe and proper operation of the product, as well as to maintain its performance and longevity.

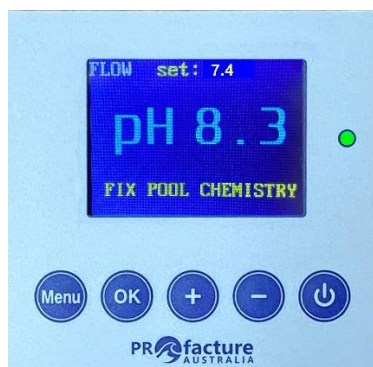
By disregarding product warnings or service notifications, you accept full responsibility for any consequences that may arise from such actions.

### 1.4.2 Non-Adherence to Servicing Product

This warranty will be void if you fail to carry out regular servicing of the product at regular intervals. Tube maintenance is required every 90 days and tube replacement every 12 months. The pHMate may/will display the following servicing notification,

- **FIX POOL CHEMISTRY**

The pH is out of the range 6.8-8.3. You are required to manually test the pool water and add the required treatments to bring the pH within the pH Mate's operating range.



- **TUBE MAINTENANCE**

You are required to check and address the squeeze tube greasing every 90 days. In instances where there is a high acid demand by the pool the squeeze tubes will wear quicker and need replacing.

- **ROTOR REPLACEMENT**

The rotor must be replaced every 12 months or earlier depending on wear.

Insect infestation or penetration by dust, sand or other foreign particles inside the pHMate controller can arise. It is your responsibility to keep the product in good working condition.

By disregarding product warnings or service the product at regular intervals, you accept full responsibility for any consequences that may arise from such actions.

### 1.5.2 Interference from External Equipment

This warranty does not cover issues, malfunctions, or damage resulting from interference caused by external equipment, improper voltage and improper water flow that are beyond our control. The warranty is limited to the proper functioning and performance of the pHMate itself, as designed and intended by the manufacturer.

We cannot guarantee the compatibility of our product with all third-party equipment or devices, and we are not responsible for any disruptions, interferences, or incompatibilities that may arise

from the use of such equipment in conjunction with our product. In addition, any modifications, alterations, or use of unauthorized accessories with our product will also void the warranty.

It is the responsibility of the installer or customer to ensure that their environment is free from any interfering equipment or conditions that could negatively impact the performance of the pHMate. If you encounter difficulties in using our product due to external factors or equipment, we recommend consulting the respective manufacturer or vendor of the interfering device for assistance in resolving the issue.

### **1.6.2 Non-Transferable Ownership**

This warranty is provided exclusively to the original purchaser of the product and is non-transferable. In the event of resale, gifting, or any change in ownership, the warranty will not extend to subsequent owners and will remain valid only for the original purchaser. Any claims made by a party other than the original purchaser will not be covered under the warranty.

### **1.7.2 Acts of God**

This warranty does not cover any damage, malfunctions, or issues resulting from acts of God or force of nature. Acts of God are extraordinary and uncontrollable natural occurrences or phenomena, such as earthquakes, hurricanes, tornadoes, floods, lightning, wildfires, or other severe weather events, which are beyond human control or prediction.

As these events are unforeseeable and cannot be prevented or mitigated, Profacture cannot be held responsible for any damage or problems arising from such occurrences.

In the event of an act of God or a force majeure event that causes damage to your product, it is recommended that you contact your insurance provider to inquire about coverage for such situations, as they may fall under the purview of your property or homeowner's insurance policy.

## **Conclusion**

The above warranty exclusions prevent Profacture from being held responsible for any damage or problems arising from such occurrences.

Any liability of the manufacturer pursuant to the Trade Practices Act 1974, as amended for a breach of a condition or warranty shall be limited to replacing or acquiring the equipment (or part thereof) where the same has been supplied.

The maximum liability incurred by the manufacturer shall not in any case exceed the contract price for the equipment or the product parts or components thereof claimed to be defective. Further, the manufacturer shall not be liable for any loss, damage or delay directly or indirectly caused by any malfunction of or defect of or failure of the equipment other than as expressly provided in this warranty and product manual.

### 1.3 Warranty Claims

If a problem may arise with your pHMate we require you to lodge a warranty claim via our website. Your warranty claim can be lodged here - <https://www.profacture.com.au/support/> Once your claim has been registered one of our support staff will contact you to determine the course of action.

If your pHMate controller is deemed to be defective, you will be required to return it to the manufacturer or the dealer. All Australia Post transport costs will be covered for the first 12 months, from date of purchase. Neither the manufacturer nor the dealer shall be held responsible for any goods damaged in transit.

If after examination the equipment is found to be defective due to faulty workmanship or materials it will be repaired or replaced free of charge. It is at the sole discretion of the manufacturer to determine if the product is to be repaired or replaced. However, if upon inspection it is found that the terms of this warranty have not been followed, then service charges for repairs or replacement will be quoted/billed to the owner including all transport costs.

We keep extensive production and sales records so this information will expedite the processing of your claim. All warranty support claims must be lodged online here - <https://www.profacture.com.au/support/>

### 1.4 Warranty Activation

To activate your warranty, you must register your pHMate controller on our website within 30 days of installation. A copy of your proof of purchase is required. Register here - [www.profacture.com.au/registration](http://www.profacture.com.au/registration)

Keep your original purchase invoice and serial number in a safe place as it will be required for verification for any warranty claim.

**WARNING** - PLEASE DO NOT operate the pHMate controller until you have carefully read and understood all the information in this user manual. Should you have any questions about the operation or installation please connect with our support team here - <https://www.profacture.com.au/support/> or via email, [support@profacture.com.au](mailto:support@profacture.com.au)



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## **Section 2 – System Overview**

### **2.1 – How it works**

The pHMate controller system is an advanced pool maintenance solution that ensures your swimming pool water remains crystal clear and safe for everyone to enjoy. This innovative system continuously monitors and adjusts the pH levels of your pool, making it easy for you to maintain the perfect water balance. Here is an overview of how the pHMate controller system works.

#### **Water Sampling:**

The pHMate controller system is activated by the flow switch and sensing probe, which is installed in your pool's filtration system, to regularly sample the pool water. This probe is designed to detect pH levels in real-time, allowing for accurate and consistent monitoring.

#### **Data Analysis:**

Once the probe collects the water sample, the pHMate system analyses the data and compares the current pH levels with the set level for your pool. The ideal level is pre-set based on your specific pool type and size, ensuring optimal water conditions for your swimming pool.

#### **Automatic Dosing:**

If the pHMate system detects any imbalance in the water's pH, it will automatically dispense the appropriate amount of chemical (low fume hydrochloric acid) to achieve the set balance. The pHMate is designed to dose precise amounts of hydrochloric acid, preventing over- or under-dosing and ensuring the perfect water pH.

#### **Continuous Monitoring:**

The pHMate controller system continuously monitors the pool water throughout the day, adjusting the pH balance as needed. This feature ensures that your pool remains safe and comfortable for swimmers, while also reducing the need for manual pH chemical adjustments.

#### **Data Logging and Notifications:**

With the pHMate system, you can also access historical data on your pool's pH water chemistry. This allows you to track trends and make adjustments as needed to maintain optimal conditions.

#### **Energy Saving and Eco-Friendly:**

The pHMate controller system not only keeps your pool water clean and safe, but it also helps to conserve water and energy. By maintaining the proper water pH, the system minimizes water waste through reduced backwashing and prevents the need for constant pool shocking. Additionally, the precise dosing of chemicals reduces chemical waste and its impact on the environment.

## Conclusion:

The pHMate auto dosing system is a smart and efficient solution for maintaining your swimming pool. Its advanced features and continuous monitoring ensure your pool water remains crystal clear, safe, and comfortable for everyone to enjoy. By automating the pool maintenance process, the pHMate system saves you time, energy, and money, while also contributing to a healthier environment.

## 2.2 – What's in the box

Only use the equipment supplied by Profacture Pty Ltd. Use of non-genuine components may result in damage to the pHMate controller and void warranty

Description	QTY
pHMate Controller	1
Calibrated probe	1
Flow switch	1
Manifold – flow switch / injection point	1
Manifold – probe	1
Drum filter	1
Hose weight	1
Wall plugs (2 x screws / wall plugs)	1
Commercial grade tubing – 3m	1
Acid label / disc	1
User guide	1
Probe maintenance end cap	1

## 2.3 – Technical Specifications

- Operating temperature: 0-60degC
- pH Range: 0-11 pH
- Slope: >98%
- pH sensor: Glass Bullet
- Accuracy: +- 0.1 pH unit

## 2.4 – Power Supply specifications

pHMate Power Supply is a 240 Volt unit with an IP 24 Rating and needs to be plugged in to a weatherproof power point. The unit has a resettable fuse at the bottom. For the Timer Power Point Model, the limit on the GPO is 7.5 amps Max.

## **2.5 – Preparation for installation**

### **Sanitisation – Water Balance**

The pool needs to be balanced before installation. Ensure the pool chemistry is as per the requirements of the pool surface.

One of the main requirements to keeping pool water looking crystal clear is to ensure the pH levels are correctly maintained. Failure to maintain correct pH levels may lead to the water turning cloudy, and in some cases cause discomfort for people.

The pHMate Controller has a pH sensor. It works by measuring the pH in the water. To get a stable pH it is paramount to have the Total Alkalinity in the range recommended.

To ensure that the sensor read correctly, it is essential that the pool water is clean and free from contaminants such as plant or other foreign matter. Water chemistry must be checked by a professional prior to installation of the pHMate Controller. Water must be balanced prior to installation and setup for water chemistry management functions to operate correctly.

### **Water that is balanced has proper levels as outlined below**

- pH: 7.2 – 7.7 pH
- Operating temperature: 0-60degC
- Total Alkalinity: 80 – 160 ppm
- Calcium Hardness: 90 – 250 ppm
- Cyanuric Acid (Stabiliser): 0 – 50 ppm
- Chlorine: 1 – 3 ppm

**NOTE:** Refer to the Langelier Saturation Index for complete water chemistry recommendations.

## **Section 3 - Installation**

### **3.1 – Selecting suitable mounting location**

The enclosure of the pHMate Controller is made from highly durable UV treated ASA plastic making it resistant to normal weather and UV conditions. The pHMate controller must be mounted in a well-ventilated area, either indoors or outdoors but out of direct sunlight.

It is recommended that the pHMate Controller be mounted under cover protecting it from harsh weather conditions and within 1.5m from a fixed power supply.

### 3.2 - Installing the Probe in manifold as per diagram

The probe comes installed in a protective cap which contains a storage solution. This storage solution keeps the pH probe glass hydrated and ensures the probe will be ready to use as soon as it is installed.

**Location:** The probe can be installed before the pump, however for optimum life of the probe it is best installed after the filter. Unfortunately, probes installed before the pump are prone to sand and debris that are abrasive make contact with the probe that can cause damage. Always ensure that the probe manifold is full of water when the system is off. **The probe must be installed horizontally, NOT VERTICAL. Never install the probe after the cell or injection point as this will result in incorrect readings.**

### 3.3 Installing the flow switch/injection point manifold as per diagram.

The pHMate Controller comes with a flow switch that will turn the pHMate on only when flow is detected. This flow switch is in the same manifold as the injection point and must be installed just before the entry to the pool. Never install this manifold before a Heat Pump or Cell Housing.

Glue the manifolds with PVC cement (Type P). The manifolds are designed to take 50mm PVC pipe. Reducing bushes can be used for 40mm PVC pipe.

### 3.4 – Mounting the pHMate controller to the wall.

Masonry wall installation: 3. using a 7mm masonry drill bit, drill the marked holes to the depth of the supplied wall plugs. –

#### **Option 1: 42mm hole centres**

Or

#### **Option 2: 82mm hole centres**

With a Philips head screwdriver, screw the 2 x supplied 316 stainless steel into the wall plugs.

Remove the pHMate controller from the box, line up the bracket to the 2 screws and hang the unit. Ensure the unit is secure.

**WARNING - Failure to install your pHMate controller correctly will void warranty.**

## Recommended pHMate Preventative Maintenance

1. Grease Squeeze tube every 3 months with a silicone-based grease
2. Replace Squeeze tube every 12 months
3. Replace Rotor every 12 months
4. Replace feed lines every 12 months

### 3.5 – Installation & Connections

# Installation

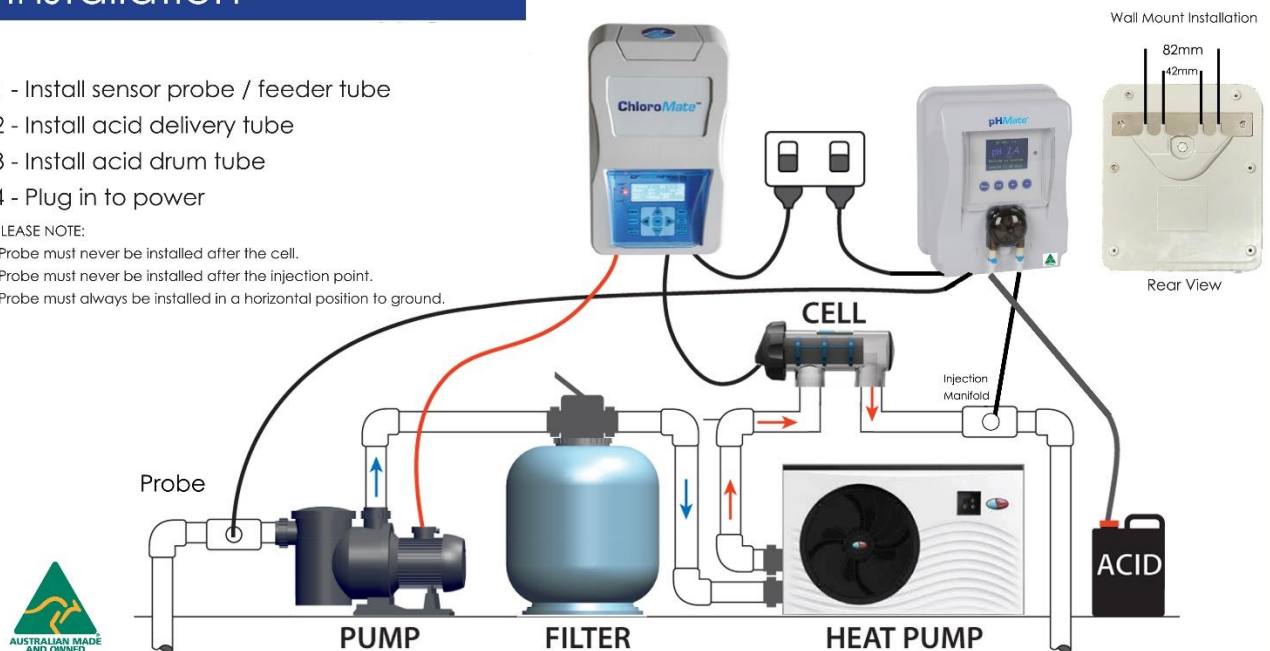
- 1 - Install sensor probe / feeder tube
- 2 - Install acid delivery tube
- 3 - Install acid drum tube
- 4 - Plug in to power

PLEASE NOTE:

\*Probe must never be installed after the cell.

\*Probe must never be installed after the injection point.

\*Probe must always be installed in a horizontal position to ground.



**Next, connect the acid drum to the dose pump.**

**A concentration of 110g/L hydrochloric acid is required for the dosing system.**

**Most hydrochloric acid is sold at a concentration of 330g/L. To achieve correct concentration, dilute 1 litre of hydrochloric acid with 2 litres of tap water.**

**It is Important that the Pool Acid is Always Diluted before use.**

- 1.** Place container away from pool equipment in a well-ventilated area
- 2.** Drill an 11mm hole into the lid of the acid container
- 3.** Feed through the supplied clear feed tube through the hole on the lid then slide the ceramic hose weight and then push on the supplied filter basket to the end of the feed tube. Ensure the tube is pushed all the way on the tapered nipple and allow to drop to the bottom of tub.

4. Run the feed tube from the acid container to the input of the dose pump (left side) as per arrow.
5. Connect another length of feed tube onto the outlet of the dose pump (right side) and connect to the inlet of the check valve.

## SECTION 4 – pHMate Series 2 Functions

### 4.1 Main Screen

Displays set pH & Actual pH of the pool.

To change the set point press “+/-” buttons then “OK” to save.

pH range is 6.8 to 8.2

pHMate Series



pHMate Series 2



### 4.2 Manual Off Function

To turn pHMate off while in operation mode press the power “On/Off” button.

pHMate Series 2



### 4.3 Buffer Added Function

When buffer is added to the pool the acid pump can be put to sleep for 12 hours.

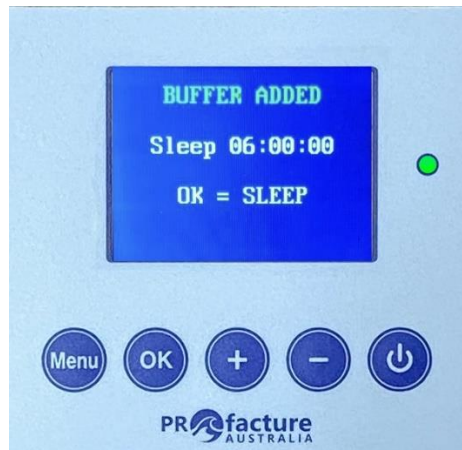
This function comes pre-set with 6 hours.

Use “+” or “-” bottoms to set the desired sleep time. Press “OK” to save.

pHMate Series 1



pHMate Series 2



### 4.4 Manual Prime Function

You have the option to manually feed acid when required.

This function is used when priming the acid feed tube.

Press “OK” to change.

pHMate Series 1



pHMate Series 2





## 4.5 Timer & Date Function

You are required to set the current date and time.

Press "OK" to set time. Press "+" or "-" to change hours and minutes.

Press "OK" to set date. Press "+" or "-" to change day, month, year.

Press "OK" to save.

pHMate Series 1



pHMate Series 2



## 4.6 Pool Details Function

You are required to set pool size, type of surface and acid demand level.

Press "OK" to set pool size volume. Press "+" or "-" to change pool size volume.

Press "OK" to set surface type. Press "+" or "-" to change surface type.

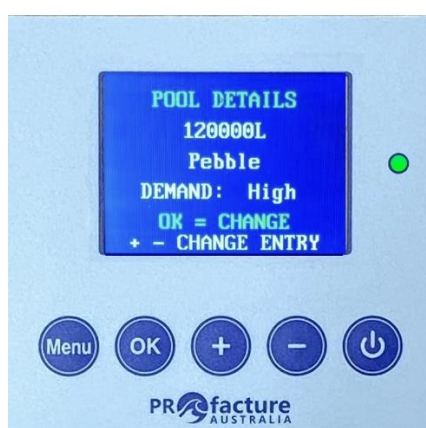
Press "OK" to set acid demand. Press "+" or "-" to change demand type.

Press "OK" to save.

pHMate Series 1



pHMate Series 2



## 4.7 Technician Setup Function

This feature is to be set by authorised pool technicians. This function allows the technician access to the pHMate code for change.

pHMate Series 1



pHMate Series 2



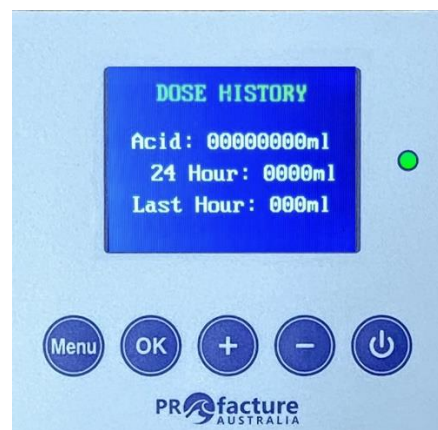
## 4.8 Dose History Function

This feature is a display function only. It displays the acid dose history which consists of total acid dosed, last 24 hours feed and last hour feed.

pHMate Series 1



pHMate Series 2



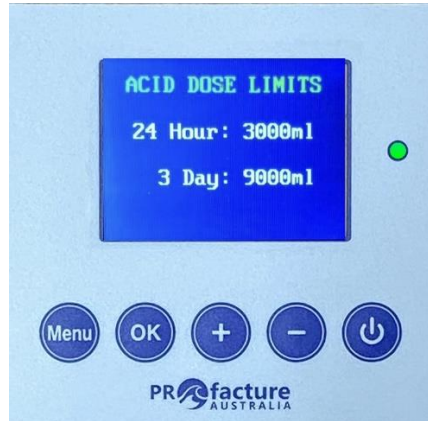
## 4.9 Dose Limit Function

This feature is a display function only. When you have set the Pool Details this will display the acid dose limits for the last 3 days and the last 24 hours.

pHMate Series 1



pHMate Series 2



## 4.10 Tube Maintenance Function

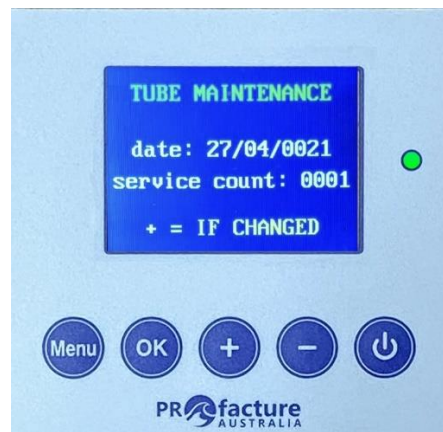
It is crucial that you conduct tube maintenance every 90 days. This feature allows you to acknowledge when the tube maintenance has been completed.

Press "+" to acknowledge your maintenance.

pHMate Series 1



pHMate Series 2



## **Section 5 – Frequently Asked Questions**

### **Q. What does no flow no dose mean?**

A. When the flow switch is not engaged then this message appears. Could be the pool pump is not on and if on then the flow is not sufficient to activate the switch. If full flow is there and flow switch is not engaging, check the directional arrow on flow switch matches the flow of the system.

### **Q. How do I grease the squeeze tubes?**

A. Refer to the video on [profacture.com.au](http://profacture.com.au)

### **Q. Why does my pHMate count down and not dose.**

A. The pH Mate is reaching its 3 day dose limit hence the countdown and no dose. Through the menu button in Pool Details change the demand to next setting i.e. Normal to Medium -High and if the limits are still being reached then change pool volume by 10,000 litres and monitor.

### **Q. How often do I need to clean the probe?**

A. Deposits can lodge on the probe. These deposits are mostly from sunscreen oils etc. Eventually these deposits will prevent the probe from reading correctly.

### **Q. How do I clean my probe?**

A. In a cup add about 30ml of Acid to 30 ml water and dip the tip of the probe in this solution for 3-5 minutes. Rinse off the probe in fresh water and install. Always use protective equipment when handling chemicals to prevent any injury from splashing etc. The solution from the cup can be tipped back in the pool.

### **Q. What type of acid can we run with the system?**

A. The system is designed to run with Hydrochloric or Non-Fume Acid.

### **Q. System Says Probe not connected**

A. Check that the cable from the probe is securely connected to the control unit.

**Q. Can the probe be calibrated?**

A. This can only be carried out by a professional technician. Contact Profacture should this be required.

**Q. Why is there a difference in the actual chemistry and what the pHMate reads?**

A. We allow for a tolerance of up to 0.3 between the manifold and the pool skimmer box where the samples should be taken from because that is the closest point to the manifold. Do note that this tolerance is due to hydraulics in pools that cause this variance.

**Q. Do I have to manually test my pool or spa water now that I have the pHMate?**

A. Yes the pHMate only monitors and doses hydrochloric acid to adjust the pH value of water. This is only one part of the pool water balance. You must test and maintain the correct Chlorine, Total Alkalinity, Calcium Hardness and Salt levels to achieve correct water balance, as per the Langelier Saturation Index.

**Q. What are the white snowflakes in my pool?**

A. This has nothing to do with the pHMate. It is a calcium build up from your saltwater chlorinator cell that is shed from the cell during the reverse operation (self-cleaning cell)

**Q. Do I have to check my pHMate?**

A. Yes we recommend that you check the operation of your pHMate weekly. Visually inspect the unit to make sure it is in operation.

**Q. Why is my pHMate reading high but not operating?**

A. The pHMate is designed to operate up to its operational pH of 8.3. Once your pH reaches 8.3 a display warning will display "FIX POOL CHEMISTRY" You must now rebalance your water chemistry manually in order for the pHMate to start operation again.

**Q. Why is my pHMate reading low but not operating?**

A. The pHMate is designed to operate to its operational lower pH of 6.8. Once your pH reaches 6.8 or lower a display warning will appear "FIX POOL CHEMISTRY". You must now rebalance your water chemistry manually in order for the pHMate to start operation again.

**Q. What does "FIX POOL CHEMISTRY" Mean?**

A. The pHMate is designed to operate between a pH of 6.8 - 8.3. If your pH falls outside these parameters the "FIX POOL CHEMISTRY" will display. To remove this warning the pool water

must be manually balanced. When the pHMate senses the pH of the water is within the working range the pHMate will begin maintaining the pH again.

**Q. What does “REFER TO MANUAL” Mean?**

A. The pHMate is designed to display “REFER TO MANUAL” if a problem with the sensing probe is detected or you have interference from any other equipment. If this should happen contact support here - <https://www.profacture.com.au/support/>

**PLEASE NOTE:** When conducting a manual water test always retrieve sample water at elbows depth in front of the skimmer box in the pool.

